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### **SUMMARY OF QUALIFICATIONS**

- Experienced Housing Program Director with strong organizational development experience, operational development, excellent management capabilities, fiscal oversight, and management with attention to details, public relations, departmental liaison, and excellent at building community support, key coalitions, and strategic interagency partnerships.
- Professional with 17 years experience in positions of considerable responsibility in the social services arena; strong commitment to serving the disenfranchised and vulnerable population including immigrant and refugees. This is supported by, grant management, accountability to funders in meeting contractual obligation and performance commitments.
- 15 years of experience as practicum instructor for University of Washington, School of Social Work students (Bachelors/ Master's Program)
- Skilled in aspects of professional Social Work, case management, individual and group counseling, training, and other administrative duties.
- General management functions such as hiring, training, motivating, and evaluating personnel; to provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures if necessary.
- Strong desire and capacity to provide a fun and nurturing work environment as part of a committed leadership team within the organization.

### **SUMMARY OF SKILLS**

- Experienced Housing Program Director with strong operational development and fiscal oversight, with attention to details.
- Assisted with grant writing and from 2018 our budget had increased from \$800,000.00 to \$2 million annually.
- Foresight to overhaul and strategize the entire program to tighten the focus, streamline operations and foster an atmosphere of empowerment and accountability.
- Proven track record of working collaboratively with other non-profit community-based agencies serving underserved populations including immigrants and refugees. Knowledge on family violence issues and dynamics, especially as they affect Asian, Pacific Islander and immigrant/refugee populations; ability to work with diverse groups and demonstrated ability to work across different languages and cultures
- Strategic and creative thinking skills that can apply to both larger housing and human service systems and within an organization
- Ability to work independently and organize work in a prioritized manner to meet deliverables and be accountable for reporting timely to meet datelines.
- Proficient with the Microsoft Office Suite especially Word and Excel with which I have a lot of experience. I am also very comfortable and can adept easily to learning new programs. This is necessary as various funders have their own databases, for example with the Creating Moves to Opportunity (CMTO) project a unique database using the Salesforce platform was created by MDRC – the institution conducting implementation research on the project. We also regularly collaborate using the online platforms Dropbox and Box which require the use of an online version of the Office programs.
- Excellent professional and interpersonal communication skills including strong communications skills, both oral and written.

- I have held a Washington State driver's license for the past 23 years and maintain a clean driving record. Transportation is necessary as my time needs to be flexible to meet staff, clients, stakeholders, students, faculty, and sites whenever and wherever I am needed. In fact, I am often reminded by my peers to create boundaries and prioritize myself, but I find that being of service to others is where I am most fulfilled.
- Strong desire and capacity to provide a fun and nurturing work environment as part of a committed leadership team within the organization.

## **PROFESSIONAL BACKGROUND**

### **Director, Housing Services - Interim Community Development Association (ICDA)**

#### **Nov 1, 2016- Present**

Housing Search and Stabilization Program:

- Key member of Agency Leadership Team; managing 15 staff and \$2.2M program budget. Housing Program is 50% of the Agency budget.
- Responsible for grants and budget for housing programs; budget increased from \$800K to \$2.2M from 2018- 2020
- Build cooperative working relationships, foster partnerships with other agencies and housing authorities, liaison between staff, City and County funders for Housing Services programs
- Responsible for housing case management services under Housing Services Program. Manage the development and implementation of programs' goals, objectives, policies, and priorities. Continuously monitor and evaluates the efficiency and effectiveness of service and delivery methods and procedures; assess and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of changes.
- Plan, direct and coordinate through supervisors, the program's work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.
- Assist the Executive Director and Board of Directors in creating agency policies, coordinating agency-wide best practices and procedures, executing the strategic plan and mission.
- Advocate for affordable housing, supportive services, and homelessness prevention for at risk immigrant/refugee, low-income populations

#### **CMTO-Research (2018-2021)**

- The Housing Services Program was selected to provide services for the Pilot - *Creating Moves To Opportunity (CMTO) Program* - that was led by Economist Raj Shetty and his Harvard Research Team, researchers at Opportunity Insights and several other universities that partnered with the Seattle and King County housing authorities, to evaluate a housing mobility program across King County, Washington.
- This Pilot, the first under the Creating Moves to Opportunity (CMTO) initiative, represents one of the only randomized evaluations of a housing mobility program in the United States and it received national acclaim in 2019 and in final phase of execution
- Managed budget, staff, and contract development with Housing Authorities, researchers, and the evaluators, ensuring that services are in compliance with research design
- Conduct annual performance evaluation (performance reviews, resolve personnel issues, hire, promote, evaluate, and discipline staff as needed)

**Program Manager, Housing Services- (ICDA)**

**Nov 1, 2003 - Oct 31, 2016**

- Managed day to day operations and multiple service delivery systems of assisting the homeless, and families at risk of homelessness.
- Developed, strategized, and managed quality programs designed to support the housing stability of homeless families including grant writing.
- Provided supervision, training, and support to staff to increase and expand effective service delivery and to promote on-going professional.
- Responsible for the oversight, and supervision of 6 direct service staff; conducting performance reviews and resolving personnel issues.
- Assisted senior leadership in ensuring organizational capacity to carry out the mission and vision of (ICDA). In this capacity, I worked with the senior management team to develop and implement organizational policies and procedures appropriate in meeting clients' needs.
- Promoted the mission of ICDA and its programs to the public stakeholders, funders and to community partners. Represented the agency at various community activities at the request of the senior management.
- Managed transition when IDHA merged with ICDA in 2012

**Domestic Violence Transitional Housing Coordinator, International District Housing Alliance (IDHA) July 1, -Oct. 31, 2003**

- Established a new shelter model, that strayed away from shared communal living to establishing two individual apartment units serving as confidential shelters. These were specifically for immigrant/ refugee, victims of domestic violence, who were limited English proficient. It was the first of its kind in King County.
- Coordinated co-advocacy efforts with the provision of culturally competent services with partner agencies, managed housing maintenance and security for victims of domestic violence.
- Responsible for the appropriate, case management services of our clients including record- keeping, file management, data entry into the various databases and compliance with funding requirements.

**Research Assistant - University of Washington**

**September 2002 - June 2003**

- Cross-Cultural Families Project with Social Development Research Group
- Presented research at Arizona State University in 2003

**Student Library Technician, Suzzallo Library-University of Washington**

**Jan 2002 - Sept 2002**

- Ensure books, articles and other reading materials requested are located via database and shipped to the respective destinations in a timely manner

**Student Assistant, Suzzallo Library, University of Washington**

**Jan 1999 - 2002**

- Catalogued books, periodicals and pamphlets for the US and Canadian Government Publications Section, using the OCLC database system

**Library Technician, National Library Board, Singapore**

**August, 1994-1997**

- Duties include liaising with the nearby schools with bulk borrowing, cataloguing of audio-visual items and involved with numerous fundraising projects

**Clerical Officer, Immigration Department of Singapore—Passport Section**

**Jan,1990-1994**

- Verify information and documents for making a passport. Liaison officer between various Singapore governmental agencies and embassies throughout the world

**Junior Immigration Officer, Immigration Department of Singapore**

**October, 1977-1990**

- Stationed at the border between Malaysia and Singapore. Handled foreign passports and knowledge of visa regulations were mandatory

**EDUCATIONAL BACKGROUND**

- June 2003 - Master of Social Work, University of Washington
- June 2002 - Bachelor of Arts & Sciences – Social Work & Communication, University of Washington
- June 1999-Associate in Arts and Sciences –1999, Bellevue Community College

**Professional Affiliation**

January 2004-2006 Special International District Review Board member  
June 2004 to present Practicum Instructor for UW Social Work students (Bachelors/ Master's Program)  
September 2009-2010 Practicum Advisory Council Board Member-UW SSW  
July 2015 to 2017 Student Review Committee with UW School of Social Work

**Volunteer**

October 2017-Present To share resources and extend my agency's financial assistance programs to those who were eligible with the St Vincent De Paul Society of Mary Queen of Peace. Being a member of the parish and being involved in events, allowed me to network. Through fundraising efforts of the church, my program's homeless children had winter coats every November. My Domestic Violence program clients have been the recipients of funds annually from another group from the church. My agency in turn was able to assist the clients of St Vincent De Paul with financial assistance and long-term case management services with funds from one of our programs. I was the main contact for them to refer clients to.

May 2010—May 2013 St Vincent De Paul—St Joseph Chapter Issaquah-Visiting and assisting those who were vulnerable with addressing their food insecurities and having their basic needs met especially rental/ gas voucher assistance.

Oct 1997-2002 Assisted Issaquah Valley Seniors with their fundraising efforts and various activities that included, pancake breakfasts and Salmon Days. Coordinated and created an opportunity for Bellevue College's International students to assist and volunteer with the Senior Center as well.